



Introduction

On the 15th June 2010 Cleveland Police Authority made the decision to outsource Information and Communications Technology services, Control Room services and Back Office functions to Steria.

A contract, worth £175 million over 10 years, the shared services model will be rolled out force-wide, to benefit the force's 2,200 employees and local community.

Steria is a major international company providing services to clients in the public and private sectors. It employs 18,300 people working across 16 countries and in recent years has been in partnership with Cleveland Police in the development of the Force's state-of-the-art mobile technology system.

Under the partnership agreement, Steria will work with the Force and Authority in delivering key services including call handling; support for the preparation of criminal case files; and shared business services covering finance, HR, payroll, commissioning and fleet management.

What the agreement means to Suppliers...

Steria will develop a Shared Service Centre in Cleveland, where the bidder would 'house' most of the back office functions.

The main difference suppliers will notice is once the local Shared Service Centre has been set up, day to day business will be directed through here (such as payments and purchase orders issued).

The Shared Service Centre...

Support will be provided from Steria via its Shared Service Centre, by means of staff which TUPE across from Cleveland Police. The service centre will be set up by April 2011. Once set-up, the process of moving staff and services over will take place.

Functions and teams to be delivered from the Shared Service Centre include Finance, HR, Procurement, Fleet, Facilities and various administrative functions.

Further updates will be given on the Shared Service Centre as it progresses over the coming months.

Contact us...

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